



**APPLICATION SCREEN RUBRIC**



## PHONE SCREEN RUBRIC Mast

	Below expectations	Meets expectations	Exceeds expectations
<b>First impressions</b>	Does not answer phone at appointed time of phone interview	Answers phone at the appointed time of phone interview	Answers phone at appointed time of interview promptly, identifies self clearly, and demonstrates awareness of who is calling from PPSD
<b>Oral communication skills</b>	Does not consistently use proper grammar Does not consistently have good pronunciation and enunciation Does not consistently use a pleasant voice and tone	Uses proper grammar at all times Has good pronunciation and enunciation Uses a <del>21 JET</del> EMC /P /MCID <del>8</del> re	





**FACE-TO-FACE INTERVIEW RUBRIC**

	<b>Below expectations</b>	<b>Meets expectations</b>	<b>Exceeds expectations</b>
<b>First impressions</b>	Arrives late and/or unprepared for interview Does not shake hands and/or make eye contact Demonstrates poor hygiene Is dressed overly casually and/or		

**Qualifications/experience**

Does not demonstrate how prior experience has provided the appropriate qualifications and/or skills for the position







			of teams, and demonstrates trustworthiness
<b>Customer service skills</b>	Does not mention customer service orientation voluntarily When asked, provides substandard evidence of customer service skills	Describes customer service orientation and recognizes the primacy of providing superior customer service	Through responses, clearly demonstrates customer service orientation and the primacy of providing superior customer service to internal and external stakeholders

**Performance Task, if applicable**